

Advice for the New Employee Labor Relations Professional

Relationships

- Set the tone immediately, introduce yourself to the Supervisors and Union Representatives you will be working with.
 - Assess their knowledge base.
 - Develop relationships and trust.
 - Provide information timely and create processes to increase efficiency.
- ***Automate as many tasks as possible.



Communication

- Maintain confidentiality at all times.
- Never write or say anything that you wouldn't want the whole world to know.
- Assume your writings will be viewed and possibly broadcasted through some social media channel.
- Visualize a subpoena demanding "all correspondence, including notes, letters, e-mail, voice mail (including digital and computer based files), etc..."



Case File: Do It Right



- Keep all original documents in a separate file.
- Keep a master index of each document received, sent or requested.
- Keep a master calendar
- NEVER write on an original document.



Correspondence

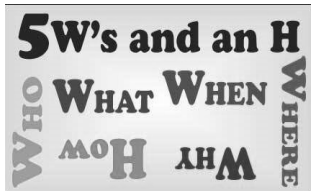
Letters are used to build relationships, identify and solve problems, clarify decisions that are made or not made, and motivate people to take action.

- Request information
- Request action
- Provide information or describe an event
- Decline a request
- Express appreciation

Documentation

Documentation should provide you with

- Who
- What
- Why
- When
- How





Telephone Calls

- Prepare before you place the call.
- Write out your questions prior to placing the call.
- Document the details of your call in your log or case file.
- Obtain permission before using speaker phone.

Monthly Call Log

Date	Name	Organization/ #	Placed/ Received	F/U?

Case File Correspondence Log

Name	
Date	
Issue	
Question(s)	
Answer(s)	
Follow up	<input type="checkbox"/> yes, by _____ <input type="checkbox"/> no



Meetings

Consider the following when planning a Meeting:

- Where is the room? Does it provide privacy to allow for confidential communications?
- How are the seats arranged?
- What technology or personal accommodations are needed?
- What time constraints do you or other participants have? Be considerate when scheduling meetings.



Meetings

- Be sure to introduce all participants to one another. This includes providing their title.
- Take notes. If a meeting is taped, be sure to have each participant say his or her name and title. Re-introduce everyone on tape after any breaks.
- Keep to the agenda.
- End the meeting at the promised time.
- Be sure to thank all participants for their time.



Meetings

At the end of each meeting, consider:

- What went well?
- What didn't?
- Where did we make progress?
- What would I have done differently?
- What did I do to make the participants comfortable, uncomfortable?
- What changes do I need to make?

Simple Themes Win Cases

- Decision making is a process of problem solving that leads to a plan of action. To determine a plan of action all alternatives need to be considered and ruled out.
- Do not allow personal feelings or biases to determine a course of action.
- Research, Research, Research....

THEN

Use a simple, compelling theme to bind your case into a neat, compelling, easily understood argument.
